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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Group Art Unit:3629

WILLIAM T. ROWSE et al.

Examiner: Jonathan P. Ouellette

Serial No.: 09/547,661

Filed: April 12, 2000

For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Attorney Docket No.: 200-0053 (FMC 1185 PUS)

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

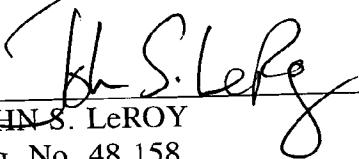
In compliance with the duty of disclosure under 37 C.F.R. § 1.56 and § 1.97-1.98, the references listed and identified on the attached Forms PTO/SB08A and/or SB08B are being submitted herewith for consideration by the Examiner.

While this Statement is being filed in compliance with the duty of disclosure, citation of the attached references is not to be construed as an admission that any of the reference(s) are "material" as defined under 37 C.F.R. § 1.56(b).

In that the original filing date of this application is April 12, 2000, a copy of each reference listed on the attached Forms PTO/SB08A and/or SB08B is included herewith. Consideration and entry into the record of these references is respectfully requested.

Respectfully submitted,

By:


JOHN S. LEROY

Reg. No. 48,158

Attorney/Agent for Applicants

Date: January 9, 2004

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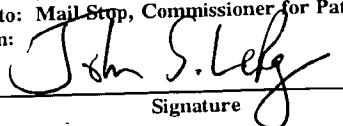
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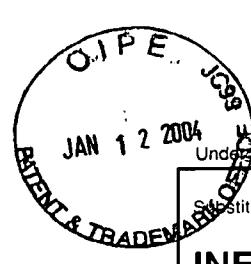
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John S. Le Roy
Name of Person Signing


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ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /JO/



PTO/SB/08A (10-96) [MODIFIED]

Approved for use through 10/31/99. OMB 0651-0031

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| <i>Substitute for Form 1449A/PTO</i> INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i> | | | | Complete if Known | |
| | | | | Application Number | 09/547,661 |
| | | | | Filing Date | April 12, 2000 |
| | | | | First Named Inventor | William T. Rowse et al. |
| | | | | Group Art Unit | 3629 |
| | | | | Examiner Name | Jonathan P. Ouellette |
| Sheet | 1 | of | 2 | Attorney Docket Number 200-0053 (FMC 1185 PUS) | |

U.S. PATENT DOCUMENTS

| Examiner Initials | Cite No. ¹ | U.S. PATENT DOCUMENT | | Name of Patentee or Applicant of Cited Document | Date of Publication of Cited Document MM-DD-YYYY | Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear |
|-------------------|-----------------------|----------------------|--------------------------------------|---|---|---|
| | | Number | Kind Code ² (if known) | | | |
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| Examiner Signature | /Jonathan Ouellette/ | Date Considered | 05/07/2009 |
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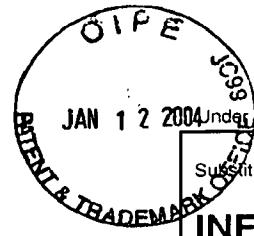
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¹ Unique citation designation number. ² See attached Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST 3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

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